|  |  |  |  |
| --- | --- | --- | --- |
| ICTRA_cmyk.png  Overview  Company: SNCB Holding—the holding company of the SNCB Group, which includes the National Railway Company of Belgium (Société Nationale des Chemins de Fer Belges, or SNCB)  Name: Frederik Dumarey  Role: Windows Competence Center Manager  “We have the same problems as everyone else, with limited data center space and limits on power consumption, cooling, and budgets for these resources. This is where improved virtualization in Windows Server 2008 R2 will help us the most.”  — Frederik Dumarey, Windows Competence Center Manager, SNCB Holding |  |  | Q. What is your role at the National Railway Company of Belgium?  As the manager for the Windows Competence Center, I am responsible for the procurement and licensing of all Windows®-based software. I also help define the role of Windows operating systems as part of our strategies for client and server computers. Additionally, I’m the Customer Support Manager for Microsoft® software, and I oversee 11 staff members who provide third-line technical support when technical problems can’t be handled by the help desk or the local support technician.  Q. What are your business goals and how does IT support them?  We help the National Railway provide better service for all its customers through the quick provisioning of systems and file storage. We have a lot of systems to manage and support—everything from ticket vending machines to e-mail accounts for the engineers who drive the trains—and it’s very important for us to meet our service level agreements. To achieve these goals, we support high-availability services for user authentication, authorization, security, printing, and databases.  Q. What are some unique challenges you face in your business?  For the IT department, our primary customer is the National Railway itself, which requires increasingly fast and high-quality service. We have 15,000 employee computers and nearly 400 servers that have to be supported by a staff of 200 engineers. We have to identify and resolve technical problems quickly, wherever they occur in the company. Years ago, if a department wanted a new server, providing it within two months would have been okay, but now everyone wants it “yesterday.” When we have new customers—whether internal, business-to-business, or business-to-client—we have to get the systems that support them up and running quickly. Maintaining such rapid provisioning—including thin-client provisioning, server provisioning, and identity management—is one of our main challenges.  Q. What are some of the innovative things you are doing in IT to support your business?  We were an early adopter of Microsoft clustering technologies. We participated in the Technology Adoption Program for Windows Server® 2003, and we continue to implement high-availability technologies for our systems. We’re also increasingly moving toward virtualization. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| “To save energy, we can implement CPU throttling [Core Parking] and bandwidth throttling in combination with improved virtualization in Windows Server 2008 R2. That’s a sure thing for helping with our Green policies.”  — FREDERIK DUMAREY, WINDOWS COMPETENCE CENTER MANAGER, SNCB HOLDING   |  | | --- | | This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY.  Document published April 2009 | |  |  | Q. How do you feel Windows Server 2008 R2 will help support these innovative efforts?  We’re always looking ahead to see if new technologies can help us, which is why we’re testing the Windows 7 and Windows Server 2008 R2 operating systems. We’re investigating how we can map their technologies to our business requirements and improve business results. We’re going to be looking at virtualization and clustering for virtual machines in particular, which have been improved in Windows Server 2008 R2.  Q. Which specific technologies are you focusing on with Windows Server 2008 R2, and why?  We want to go fully into virtualization, and we’ll be doing a lot of profile testing of the new version of Hyper-V™ virtualization technology. That’s the main goal we have for Windows Server 2008 R2. We’re also interested in higher scalability, including the software’s support for more than 64 CPU cores, more memory per virtual machine, better memory management, and faster performance. All of the high-scalability features in Windows Server 2008 R2 will contribute to better support for our virtual desktop infrastructure, larger Microsoft SQL Server® databases and clusters, and more streamlined print services. And we’ll use the improved Best Practices Analyzer [BPA] for better proactive support and risk assessment. The BPA has really helped us configure systems to prevent them from going down.  Q. A big focus recently has been driving costs out of IT. How will you approach this using Windows Server 2008 R2?  One word: virtualization. We have the same problems as everyone else, with limited data center space and limits on power consumption, cooling, and budgets for these resources. This is where improved virtualization in Windows Server 2008 R2 will help us the most. Also, the BPA can help us cut costs by reducing system crashes, downtime, and the need for expensive, reactive IT services.  Q. Where do you feel Windows Server 2008 R2 will help with your Green IT initiatives?  Until now, our Green efforts have focused mainly on the desktop—automatically shutting down employee computers every night. Because most of our server applications have to run around the clock, we haven’t been able to shut down servers. Now, we have more options. To save energy, we can implement CPU throttling [Core Parking] and bandwidth throttling in combination with improved virtualization in Windows Server 2008 R2. That’s a sure thing for helping with our Green policies. |